



ADMINISTRATIVE NOTES

Newsletter of the Federal Depository Library Program

Vol. 12, no. 27

GP 3.16/3-2:12/27

December 31, 1991

Register Now for the 1992 Federal Depository Conference

And for the 1992 Regional Library Seminar

The 1992 Federal Depository Conference will be held in Arlington, Virginia, at the Rosslyn Westpark Hotel. The conference, whose theme is "Depository Public Service in the 1990's," will take place on Monday, April 6 through Friday, April 10. The conference is designed to present a significant discussion of important issues facing the Federal Depository Library Program, with an emphasis on public service issues.

Conference goals are:

1. Providing updates on program and policy issues relating to public service through the Federal Depository Library Program;
2. Disseminating information concerning the most efficient and effective new methods for managing Federal Depository operations in a service environment;
3. Providing participants with an opportunity to ask questions of and interact with GPO staff and other conference participants;
4. Offering tours, exhibits and other educational activities, and
5. Providing information on Government publications distributed to depository libraries.

A distinguished roster of speakers, including some of the top experts in the field of government information, technology, delivery, and products, will provide insights from the points of view of academia, the Federal government, and depository libraries.

All Federal Depository Libraries are urged to send at least one representative to this major conference.

The conference commences with a Regional Depository Seminar on Monday, April 6. Tuesday, April 7, is set aside for tours of significant area libraries and information centers. The tours, though optional, are highly recommended. Alternatively, conference attendees may wish to engage in independent study on this day. The Federal Depository Library Program Seminar begins on Wednesday, April 8, and concludes at noon on Friday, April 10. A preliminary schedule of the week's events appears on the following pages.

To reserve a room at the conference hotel please contact:

Rosslyn Westpark Hotel
1900 N. Ft. Myer Drive
Arlington, VA 22209
(703) 527-4814

Please mention the GPO Federal Depository Conference when making your reservation. The rates are \$80.00 for a single or double room. Free parking is available for attendees.

Those who wish to meet to go out to supper on the evening of Sunday, April 5, should gather in the main lobby of the Westpark at 6:00 p.m.

In order to help GPO plan for these meetings, please take a few moments to fill out the registration form on page 7. We hope to see as many of you as possible!



Please Register by March 1, 1992!

1992 Federal Depository Conference

Depository Public Service in the 1990's

April 5 - 10, 1992
 Rosslyn Westpark Hotel
 Arlington, Virginia

Schedule of Events

Sunday, April 5

Regional Librarians arrive at Westpark Hotel.
 Informal pre-dinner get together in hotel lobby (6:00 p.m.)

Monday, April 6

Regional Federal Depository Seminar (9:00 a.m. - 5:00 p.m.)

[Although this program is earmarked for Regional Librarians, all other interested individuals are welcome to attend as observers.]

Morning Session

Alternative Funding Sources for Regionals
 • Diane O'Conner, University of Maryland

Working Lunch - Academic, Public and State Libraries will form lunch groups and talk about common challenges and initiatives. (11:30 a.m. - 1:30 p.m.)

Afternoon Session

Outreach to Selective Libraries
 • Mary Redmond, New York State Library
 • Steve Beleu, Oklahoma Department of Libraries

Effects of online cataloging on usage of documents in Regional Federal Depository Libraries

- Jim Noel, Louisiana State University
- Gary Cornwell, University of Florida

Consulting with selectives on their electronic information program needs

- Julia Wallace, University of Minnesota

Adjourn (5:00 p.m.)

Tuesday, April 7

Tours of Area Libraries

Morning Session

Sign-up for one of the following tours (10 a.m. - 11:00 a.m.) on the registration form on page 7. Once you are registered for your choice of tours, you will be sent further information on exact times and tour arrangements.

U.S. Department of State
Library
Room 2442C, NS
2201 C Street, N.W.
Washington, DC 20520

U.S. Environmental Protection Agency
Information Management Division
401 M St., SW
Washington, DC 20460

(Visit will include a focus group session on strengthening public access to EPA information products.)

Georgetown University Law Center
Edward Bennett Williams Library
111 G Street, N.W.
Washington, DC 20002

U.S. Government Printing Office
Library Programs Service
732 N. Capitol Street
Washington, DC 20401

Afternoon Session

Optional tour of:

Library of Congress
1st Street & Independence Avenue, S.E.
Washington, DC 20540

(Tour will emphasize the Main Reading Room and the Congressional Research Service. Tour is limited to the first 35 registrants.)

Wednesday, April 8

Federal Depository Library Program Seminar (9:00 a.m. - 4:00 p.m.)

Morning Session

Welcome & Remarks

- Robert W. Houk

Public Service Initiatives

- Wayne Kelley, Superintendent of Documents
- Bonnie Trivizas, Director, Library Programs Service
- Judy Russell, Director, Office of Information Dissemination Policy

Library Program Service Issues with Question & Answer Period

(Abridged Cataloging, LPS Bulletin Board, LPS Publications, Electronic Products, Microfiche, etc.)

- LPS Staff

Lunch (11:30 a.m. - 1:00 p.m.)

Afternoon Session

Public Service Issues

Depository Library Council

- Janet Fisher, Arizona Dept. of Library, Archives, & Public Records, Chair

Regional Federal Depository Library Seminar

- Tim Byrne, University of Colorado

ALA Government Documents Round Table

- Linda Kennedy, University of California, Davis, Chair

Public Service in an Electronic Environment

Policies & Procedures

- Duncan Aldrich, University of Nevada-Reno

Online Catalogs - two approaches

- Maureen Harris, Clemson University
- Larry Romans, Vanderbilt University

Adjourn (4:00 p.m.)

Thursday, April 9

Federal Agency Seminar (9:00 a.m. - 4:00 p.m.)

Morning Session

Federal Publishers

Census Electronic Products

- John Kavaliunas, Chief, Data User Services, Bureau of the Census

National Trade Data Bank

- Paul Christy, Acting Director, Business Statistics & Information Division, Department of Commerce

Energy Information Administration

- Dr. Calvin A. Kent, Administrator, Energy Information Administration (Proposed)

Lunch (11:30 a.m. - 1:00 p.m.)

Afternoon Session

United States Geological Survey

- Wendy Hassibe, Chief, Earth Science Information Management Branch, U.S. Geological Survey

International Exchange Service

- Alma Mather, Head, Federal Documents Section, Exchange & Gifts Division, Library of Congress

Information Exchange Session

- Library Programs Service Staff

Adjourn (4:00 p.m.)

Friday, April 10

Public Service Seminar (9:00 a.m. - 12:00 noon)

Effective Public Service

- Dr. Thomas Childers, Professor, Drexel University

Current CD-ROM Technology

- Sheldon Z. Fisher, Director, Technology Resource Center, U.S. Department of Education

Wrap Up Session

- Joe McClane, Chief, Depository Services

Adjourn (12:00 noon)

Registration Form - Mail by March 1

Yes! Please register me for the 1992 Federal Depository Conference, to be held at the Rosslyn Westpark Hotel, Arlington, VA, on April 5 - 10, 1992.

Name: _____

Institution: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

I also plan to attend the following events:

☐ **Regional Federal Depository Seminar (April 6)**

☐ **U.S. Government Printing Office
Library Programs Service**

Morning tours (April 7):
Choose one morning tour:

☐ **Department of State Library**

Afternoon Tour (April 7)

☐ **Library of Congress
(35-person limit)**

☐ **Georgetown University Law Center
Edward Bennett Williams Library**

☐ **EPA Information Management
Division**

Mail to:
Chief, Depository Services
Library Programs Service (SLL)
U.S. Government Printing Office
Washington, DC 20401

New FAX Numbers for GPO Sales Service

Price & availability information for publications and subscriptions	(202) 512-2529
Government Purchase Orders for publications and subscriptions	(202) 512-9067
Inquiries regarding a previously ordered subscription	(202) 512-7703
Inquiries regarding a previously ordered publication	(202) 512-7810
Deposit Account inquiries	(202) 512-9067
New subscription orders	(202) 512-0019
New publication orders	(202) 512-2529



Readers Exchange

The reference desk guidelines reprinted below are used at Midwestern State University's Moffett Library in Wichita Falls, Texas, where they were spotted on a recent trip by GPO library inspector Joseph Paskoski.

Guidelines for Information Desk Services

Margaret I. Nichols

The guidelines listed here summarize those developed during the reference interview workshops at Houston, Austin, Commerce, and Arlington. They may be modified to fit most situations.

The reference librarian should...

- ... position the information desk so that it is easily accessible and label it clearly.
- ... serve the public first; this takes precedence over all clerical tasks.
- ... be approachable; give your desk the appearance of a service center.
- ... give the patron a friendly greeting; try to create a relaxed atmosphere.
- ... project a warm image toward the patron by body language and voice tone.
- ... listen carefully to the patron's request; repeat or paraphrase it.
- ... indicate an interest in the patron's needs and your willingness to become involved.
- ... treat the interview as a private matter; the patron may be embarrassed to ask you.
- ... ask two-part or open-ended questions, do not dominate the interview.
- ... assist the patron in the use of the card catalog; or suggest subjects.
- ... avoid library jargon.
- ... lead the patron to the appropriate library section.
- ... be alert for the patron who needs help, but does not ask. "Are you finding what you need?" is an effective opener.
- ... be egalitarian.
- ... veil your personal opinions, values, and biases.
- ... provide whatever materials are required, but refrain from interpretive comments.
- ... admit lack of knowledge, when that is the case. Superior reference service stems from team effort.
- ... make referrals if necessary.
- ... offer to contact patron in some way if extensive searching is necessary.
- ... give each person sufficient time to explain his/her question or problem.
- ... give preference to patron who inquires in person over telephone inquirer.
- ... convey interest over the telephone by choosing proper words, tone and inflection.



ELECTRONICORNER

Question:

The Bureau of the Census staff have developed a public domain search and retrieval software called EXTRACT for use with data on some of their CD-ROMs. Is there a version available for the 1990 Census of Population and Housing Summary Tape File (STF) 1-A on CD-ROM recently distributed to depository libraries?

Response:

The Library Programs Service has acquired a copy of EXTRACT for use with STF 1-A. Until it has been copied and distributed, however, libraries may wish to read and apply the directions below. Thanks to Paul Zeisset, from Census' Economic Census Staff, for making available the following:

EXTRACT and STF 1A

The latest edition of the EXTRACT program to access Census Bureau CD-ROMs (EXTRACT 1.3d) is included on Economic Censuses CD-ROM 1D. To install EXTRACT on your hard disk, for the first time or over any previous copy of EXTRACT, type:

INSTALL [CD]: [DRIVE]:\ [DIRECTORY]

... where [CD] is your CD-ROM drive, [DRIVE] is your hard disk drive letter, and [DIRECTORY] is \EXTRACT.

The auxiliary files for STF 1A, which were not included on the STF 1A CD-ROMs, are available in compressed form on Economic Censuses CD-ROM 1D. To use, they must be installed on your hard disk, with the command:

INSTSTF1 [CD]: [DRIVE]: \ [DIRECTORY]

Note the space between the hard drive designator and the directory, needed for INSTSTF1 but not for INSTALL. On a system where the CD-ROM is the L: drive, the command might be INSTSTF1 L: C: \STF1AUX.

INSTSTF1 installs auxiliary files for both STF 1A and PL 94-171 CD-ROMs, so if you previously installed PL 94-171 auxiliary files elsewhere on your hard disk, you may now free up that space. A few additional auxiliary files will need to be added to the same

directory to support STF 1B and STF 1C, and they will become available on the Census bulletin board (301/763-7554) once those CD-ROMs have been manufactured.

Tutorials

Step-by-step tutorials in the use of EXTRACT with STF 1A are now being developed. If you want to see a draft of those tutorials now, to help guide you in getting to know STF 1A, download EXTUTOR4.EXE from the Census bulletin board, then run that program to create a text file (EXTUTOR4) that you can print out.

For further questions, call Paul at (301) 763-1792.

Questions and contributions for the **Electronic Corner** should be addressed to Jane Bartlett, U.S. Government Printing Office, Library Programs Service (SL), Washington DC 20401.



Table of Contents

Register Now for the 1992 Federal Depository Conference, and for the 1992 Regional Library Seminar	1
1992 Federal Depository Conference, Schedule of Events	3
New FAX Numbers for GPO Sales Service	8
Readers Exchange: Guidelines for Information Desk Services	9
Electronic Corner: EXTRACT and STF 1A	10

Administrative Notes is published in Washington, DC by the Superintendent of Documents, Library Programs Service, Government Printing Office for the staffs of U.S. Federal Depository Libraries. It is generally published twice a month; some months have additional issues. Postmaster send address changes to:

The Editor, *Administrative Notes*
U.S. Government Printing Office
Library Programs Service, SLL
Washington, D.C. 20401

Editor: Marian W. MacGilvray

(202) 512-1130

